

FAIRPOINT COMMUNICATIONS **2016 Annual Reporting** **REDACTED - FOR PUBLIC INSPECTION** **2016**

Data Collection Form

<010>	Study Area Code	143331
<015>	Study Area Name	NORTHLAND TEL. CO-VT
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING OF ALL CARRIERS

2016 **Completion Required** **2017** **Completion Required**

<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<210>	<input type="checkbox"/> -- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)		<input type="checkbox"/>	<input type="checkbox"/>
<310>	Detail on Attempts (voice)	attach descriptive document	<input type="checkbox"/>	<input type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<330>	Detail on Attempts (broadband)	attach descriptive document	<input type="checkbox"/>	<input type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input type="checkbox"/>	<input type="checkbox"/>
<410>	Fixed		<input type="checkbox"/>	<input type="checkbox"/>
<420>	Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440>	Fixed		<input type="checkbox"/>	<input type="checkbox"/>
<450>	Mobile	0.0	<input type="checkbox"/>	<input type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<510>	143331VT510.pdf	attach descriptive document	<input type="checkbox"/>	<input type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<610>	143331VT610.pdf	attach descriptive document	<input type="checkbox"/>	<input type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1000>	Voice Services Rate Comparability Certification	Yes	<input type="checkbox"/>	<input type="checkbox"/>
	1010 Voice Service Rate Comparability.pdf		<input type="checkbox"/>	<input type="checkbox"/>
<1010>		attach descriptive document	<input type="checkbox"/>	<input type="checkbox"/>
<1100>		(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>		(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>		(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>		(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>		(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	143331
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<110>	Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5		
<111>	year plan" filed with the FCC?	(yes / no)	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

112 Service Quality Improvement Reporting 2015.pdf

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

<113> Maps detailing progress towards meeting plan targets

Not Applicable

<114> Report how much universal service (USF) support was received

Not Applicable

<115>

Not Applicable

<116>

Not Applicable

<117>

Not Applicable

<118> Provide an explanation of network improvement targets not met in the prior calendar year.

Not Applicable

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[illegible]

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1/1/2015

See attached worksheet

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<810>	Reporting Carrier	FairPoint Vermont, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Vermont, Inc.

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OMB Reporting	OMB No. 3060-0086
OMB Control No.	3060-0086
OMB Control No.	3060-0086

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<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

<921>

<922> Feasibility and sustainability planning;

<923> Marketing services in a culturally sensitive manner;

<924> Compliance with Rights of way processes

<925> Compliance with Land Use permitting requirements

<926> Compliance with Facilities Siting rules

<927> Compliance with Environmental Review processes

<928> Compliance with Cultural Preservation review processes

<929> Compliance with Tribal Business and Licensing requirements.

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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, 8

<1222> Details on the number of minutes provided as part of the plan, 8

<1223> Additional charges for toll calls, and rates for each such plan.

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}
 <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}

Yes

Not Applicable

Not Applicable

143331VT2025_Northland Vermont xism

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
 <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
 <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
 <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

Yes

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

Not Applicable

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020>

- <2021> Interim Progress Community Anchor Institutions

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Name of Attached Document Listing Required Information

Entity Name (Legal Name) - (Required)	Entity Name (Legal Name) - (Required)
Entity Name (Legal Name) - (Required)	Entity Name (Legal Name) - (Required)
Entity Name (Legal Name) - (Required)	Entity Name (Legal Name) - (Required)

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Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTHLAND TEL. CO-VT	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 11/06/2015
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 143331	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

<010>	Study Area Code	143331
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<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

PAID BY THE STATE OF VERMONT
 VERMONT DEPARTMENT OF TRANSPORTATION
 VERMONT DEPARTMENT OF TRANSPORTATION
 VERMONT DEPARTMENT OF TRANSPORTATION
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<711>

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Broadband Service - Download Speed (Mbps)
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[illegible]

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<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	FairPoint Vermont, Inc.

Affiliates	SAC	Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	462204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

100 Operating Company	OMB Control No. 3060-0986 / OMB Control No. 3060-0819
Date Collected: 2017	Jan 2017

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<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elldtel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri Inc.		
	FairPoint Broadband, Inc.		
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
	Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC, Inc.	210291	(Floral) dba FairPoint Communications Inc.
	GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
	Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
	Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
	Marianna Tel., Inc.		
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
	Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
	Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
	Orwell Communications, Inc.		dba FairPoint Long Distance

REDACTED - FOR PUBLIC INSPECTION

Reporting Carrier	FairPoint Vermont, Inc.
Old Form No.	10-0285/OMB Control No. 3060-0815
Date Collected	July 2011

<010>	Study Area Code	143331
<015>	Study Area Name	NORTLAND TEL. CO-VT
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<812>	Operating Company	FairPoint Vermont, Inc.

<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Telephone Company	300649	dba FairPoint Communications Inc.
	Peoples Mutual Long Distance		
	Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications Inc.
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
	Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
	Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
	Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Utilities, Inc.		dba FairPoint Communications Inc.
	YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.

FCC Form 481

Line 112- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

1. In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. The bureau stated that "until the [Connect America Phase II forward-looking] cost model is adopted and incumbents have the opportunity to accept a state-level commitment, it does not serve the public interest" to require price cap ETCs to file five-year plans.¹

¹ *Connect America Fund et al.* WC Docket No. 10-90 et al., Order, 28 FCC Rcd 2051, 2054, para. 8 (Wireline Comp. Bur. 2013) (*ETC Reporting Requirements Order*).

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Vermont, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in FairPoint Vermont, Inc. are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Vermont Catalog
FairPoint Vermont, Inc.
d/b/a FairPoint Communications

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LOCAL EXCHANGE SERVICE

2. Reserved for Future Use

3. Lifeline Telephone Service

- A. Residential customers that qualify for Lifeline telephone rates, as established by the Public Service Board per 30 V.S.A. § 218 (c), will have a reduction equal to 50% off the basic monthly service charge, provided that in no event the amount of the monthly credit exceeds the monthly basic service charge and provided further that in no event shall the amount of the monthly credit be less than the amount of the monthly credit in effect (\$7.00).
- B. Eligible customers receiving the Lifeline credit will not be charged the End User Common Line Charge (EUCL), as per FairPoint Tariff FCC No. 2.
- C. This service is restricted to residential subscribers. To qualify for Lifeline service rates, a subscriber must be deemed eligible by the Vermont Agency of Human Services. The Vermont Agency of Human Services will determine eligibility in accordance with existing income based programs and will provide the telephone company with a list of the telephone numbers of eligible participants within each local exchange. The list will be updated monthly and reconciled quarterly. Seasonal customers are non-eligible for Lifeline Service.
- D. A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to a Lifeline customer without charge.
- E. When an eligible customer with BLES local service that receives the Lifeline credit becomes delinquent in their payment, including toll charges, the Telephone Company shall place a mandatory toll block on the customer's line without charge; and a payment agreement negotiated to reduce the delinquent balance. When the balance of the agreement is satisfied, the customer has the option to remove or maintain the toll block without charge. Non-BLES Lifeline customers may be disconnected for non-payment of toll service.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

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FairPoint Vermont, Inc.
d/b/a FairPoint Communications

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LOCAL EXCHANGE SERVICE

3. Lifeline Telephone Service (Cont'd)

- F. Customers eligible for Lifeline credit shall not be charged a deposit to initiate service provided the customer voluntarily elects to receive toll blocking. A Lifeline customer who refuses toll blocking may be charged a deposit to initiate service.
- G. Proof of eligibility for the Lifeline rate is provided to the Company by the Vermont Agency of Human Services. All questions of eligibility should be directed to the Vermont Agency of Human Services.
- H. The Company will reconcile quarterly the list of eligible telephone numbers within each local exchange. If a subscriber is identified as being ineligible, Lifeline rate treatment will be discontinued. The Company will not be held liable for errors in the identification of eligible customers. It's liability will be limited to reasonable and prudent handling of the information provided by Vermont Agency of Human Services.
- I. Effective April 1, 2012, Lifeline customers will no longer receive federal assistance known as Link-Up toward installation of their network access line.

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FairPoint Vermont, Inc.
d/b/a FairPoint Communications

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GENERAL SERVICES

14. Screened One Party Service (Cont'd)

D. Toll Restriction Service (Cont'd)

2. Rates and Charges (Cont'd)

- C. If a customer has a scheduled payment arrangement which is agreed to by both the Company and the customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the customer's bill.
- D. For any customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.

15. Seasonal Service and Vacation Rates

A. General

- 1. Exchange service may be temporarily suspended and the customers listing retained in the directory. The service is provided to residence and business customers in all the Company's exchanges whose requirements for telephone service are less than that which might normally be provided in a calendar year.

B. Conditions

- 1. Temporary suspension of service will be furnished under the following conditions:
 - A. Service is available to all grades of residential and business service.
 - B. At least one month's full rental shall be paid for service prior to establishment of the temporary suspension.
 - C. Service may be temporarily suspended for a minimum of 30 days and a maximum of 180 days.
 - D. The reduced rate for the temporary suspension of service may become effective only on a regular billing date and will apply to full monthly billing periods only and not to any portion thereof (except in case of a final bill).